

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING
Thursday, May 28, 1998
Peoria Police Department
Peoria, AZ

MEMBERS ATTENDING

Gary Elliott, Phoenix, Chairman	Gail Denney, Scottsdale
*Dan Schultz, Apache Junction	Sheila Vance, Surprise
Naoma Sloan, Avondale	*Susan Williams, Tempe
*Velma Washington, Buckeye	*Jeff Walter, Tolleson
*Dave Neuman, Chandler	Rubin Madrid, Wickenburg
Gloria Jones, El Mirage	*Danielle Teran, Youngtown
*Janet Laird, Gilbert	*+Carol McLeod, ASU
Sheila Pattee, Glendale	+Barbara Jaeger, ADOA
*Kay Vineyard, Goodyear	+Fred Christley, Capitol Police
Joe Noce, Mesa	*+Debbie Henry, DPS
Jean Hudson-Maiocco, Maricopa County	*+Mark Bach, Ft. McDowell Indian
Bruce Barrows for Phil Stenholm, Paradise Valley	Community
Fran Creekmore, Peoria	*+Nicole Nickelson, Luke AFB
Curtis Thomas, Salt River Pima-Maricopa	*+Harry Beck, Phoenix Fire
Indian Community	*+Scott Organ, Rural Metro

* Those members neither present nor represented by proxy.

+ Ex-Officio member.

OTHERS PRESENT

Mary Smith, Phoenix	Mike Hudson, Avondale
Valerie Day, MAG	Mike Kovalsky, SCC
Jim Wortham, Phoenix	Kathleen McGuire, Scottsdale
Debby Mannheimer, U.S. West	Penny Willer, ADOA
	Mary Dysinger-Franklin, Phoenix

1. Call to Order

The meeting was called to order by Chairman Gary Elliott at 10:10 a.m.

2. Approval of the March 26, 1998 Meeting Minutes

Gail Denney moved, Joe Noce seconded, and it was unanimously carried to approve the March 26, 1998 PSAP Manager's meeting minutes.

3. U.S. West Maintenance Report

No report.

4. U.S. West Customer Service Report

Debby Mannheimer, U.S. West, stated that she and Jim Wortham have been working on the cellular translations.

5. ADOA Report

Barbara Jaeger reported that they have submitted the FY1999 budget and are waiting for approval from the Joint Legislative Tax Committee (JLTC). They did not make any request for an increase based on the amount of money in reserve. Next year they are looking to change the tax structure to create the kind of revenue that will be needed to implement Phase II of 94-102. There was an amendment to existing legislation that will allow a surplus or reserve in the fund.

Ms. Jaeger said that Anita Velasco, Pima County, is moving forward with requesting pricing and an implementation schedule for Phase I of 94-102.

Gail Denney, Scottsdale, asked if it was still necessary to keep track of cell phone usage. Ms. Jaeger felt it was still important to have this documentation for any future legislative initiatives.

6. Update of the Activities of the 911 Technical Subcommittee of the PSAP Managers Group

Jim Wortham reported that we have been tracking wireless and the different interconnect arrangements. He provided a diagram of how these companies are connecting into the 911 network. He mentioned that not all providers are using the same signaling protocol.

Mr. Wortham noted that local number portability is moving forward. U.S. West was doing internal testing to Phoenix, Tempe, and MCSO based on the type of central office. Another LNP meeting was being held on June 8 where he should hear results of this testing. The portability company is setting up an Interactive Voice Response (IVR) which will allow PSAPs to call an 800 number to find the telephone provider and their 24 hour trap and trace number for an ANI. This is subject to change but is intended to be a temporary solution.

Mr. Wortham had a copy of the NENA glossary that is available on the NENA web site or a hard copy from himself or Mary Dysinger-Franklin. A list of the telephone companies and their IDs is also available.

Joe Noce, Mesa, reported that he received a call several weeks ago regarding the upgrade of the central office. They were doing the cut on a Friday at midnight which is the COs least busy time and allows them to be ready for Monday traffic. Mr. Noce is concerned that the

PSAP is only informed and not consulted about the time (considering that time is the busiest for a PSAP). Debby Mannheimer said she will check on this situation.

Mr. Noce asked about the upgrade of the tandem to a 5E. He understands that it has been delayed. Ms. Mannheimer and Jim Wortham noted that they had not heard of the tandem being upgraded. Mr. Wortham stated that U.S. West was putting a 5E in the S/E office but it would not affect the tandem. Barbara Jaeger mentioned that Jim Carroll, U.S. West, was here several weeks ago and spoke about future plans to make the network more substantial, possibly SS7. Mr. Carroll was not able to give any time frames.

Ms. Jaeger reported that U.S. West was even looking at possibly moving away from the 1As and 5Es and going with the DMS100s. She stated that there are three large trials going on now. One is the SS7 trial in Minneapolis for 10 digit ANI with Feature Group D interface, a second is the replacement of the AT&T Lucent 1A and 5Es with DMS100s, and a third is data network, frame relay possibility.

Mr. Wortham also mentioned that Jim Carroll had talked about a product offering being developed called Early Evacuation Warning, also known as Reverse 911, which notifies residents of emergencies. This system utilizes the 911 database. Gail Denney mentioned that they have something similar in Scottsdale but it is only updated monthly and does not include non-published numbers.

7. MSAG Information Report

Jean Hudson-Maiocco, MCSO, introduced Mike Kovalsky from SCC. She mentioned that Mr. Kovalsky is the recipient of our ANI/ALI Inquiry forms and attended the meeting to answer questions. He also was here delivering an updated error list. Mike stated that these are new errors that have occurred in the last two weeks. He mentioned that 85% of the U.S. West errors are MSAG related. Jean stated that there is a problem where she has made corrections and they show up over and over again. In the past, the 911 database did not talk to U.S. West premise database and any service activity at an address would wipe out the corrected 911 database. They recently did a reconciliation of the two databases and supposedly all corrections will now be shared between the two. Discussion ensued pertaining to the abundant errors. Mr. Kovalsky stated that if an error kept occurring that was an absolute, he could put in a translation to have that changed automatically. An example is 6601 S. Power Rd in Mesa should be changed to 6601 S. Power Rd. in Williams Gateway, He stressed that it had to be an absolute, though. Barbara Jaeger suggested that possibly the majority of the problems may be in the community name and maybe we should be looking at it from that perspective. Since service orders would have Mesa instead of Williams Gateway that might be where the problem lies.

Ms. Hudson-Maiocco said that the new MSAGs are sorted differently this time. They are sorted by community name rather than by ESN. Please let her know if you like it better this way.

8. MAG FY1999 PSAP Annual Element/Funding Request Amendment

Mary Dysinger-Franklin reported that Ft. McDowell has requested an additional \$54,000 in the FY1999 PSAP Funding Request in order to become a primary PSAP. They state they are receiving the required number of emergency calls although their residents seldom call 911 now because they know their call is going outside the department. In 1997, they had 4,400 dispatches which constitutes approximately 13,000 calls. By becoming a primary PSAP they feel it would allow their citizens access to the full use of the 911 system. Ft. McDowell is in the process of updating their addresses.

The Technical subcommittee voted to allow for the amendment on the condition that Ft. McDowell be fully addressed with only a 10% or less error rate. This amendment request will go before the Oversight Team for approval on June 4, 1998.

9. U.S. West Service Report Audit Findings

Mary Dysinger-Franklin reported that she recently completed an audit of the Maricopa County 911 Network billing. Several errors were detected by Ms. Dysinger-Franklin and U.S. West. These errors were corrected and will result in a credit to the account.

Ms. Dysinger-Franklin noted that we are paying \$415.00 per month for recordings on the system that she felt were not being used. One is 5031 "911 is for emergencies only" and the other is 5032 "This incident has been reported." She asked if anyone is using these recordings and if not, would they consider removing them from the system. Several managers in the group responded that they do on occasion use the 5031 "911 is for emergencies only," but not the 5032. The group requested Ms. Dysinger-Franklin to proceed checking with Pinal County and the other PSAP Managers for removal of the 5032 "This incident has been reported." They reminded her that if any consoles have that number programmed to have it removed also.

Chairman Elliott thanked Fran Creekmore from the City of Peoria for hosting the meeting.

The next meeting was scheduled for July 23, 1998 at 10:00 a.m. The meeting will be held at:

**Scottsdale Police Department
9065 E. Via Linda Drive
Scottsdale, AZ 85258**

The meeting was adjourned at 11:12 a.m.